

# Care service inspection report

## Station Brae Respite Unit

### Care Home Service Adults

Unit 3

8 Princes Road

Newton Stewart

DG8 6LT

Telephone: 01671 404386

Inspected by: Drew Conlon

Type of inspection: Unannounced

Inspection completed on: 17 March 2014



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## Service provided by:

The Richmond Fellowship Scotland Limited

## Service provider number:

SP2004006282

## Care service number:

CS2003050894

## Contact details for the inspector who inspected this service:

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Telephone

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	6	Excellent
Quality of Environment	6	Excellent
Quality of Staffing	6	Excellent
Quality of Management and Leadership	6	Excellent

### What the service does well

The service provider, manager and staff demonstrate obvious commitment to self-evaluation and continuing improvement. They take excellent account of the views of people using the service and their carers as well as being attentive to current evidence-based views of best practice.

### What the service could do better

The service want to improve the level of service user involvement in carers meetings.

The service want to make improvements to the outside patio and garden area.

### What the service has done since the last inspection

The service has relaunched participation materials using a range of visual aids to communication.

### Conclusion

This is a small and specialised service where high standards have been maintained. Service users and their relatives confirm their satisfaction with the quality of care and support they receive and the very positive outcomes that they experience at Station Brae.

**Who did this inspection**

Drew Conlon

# 1 About the service we inspected

Station Brae Respite Unit is a registered 2 bedded care home service run by The Richmond Fellowship Scotland (TRFS). The care home is a small domestic style semi-detached bungalow located in a residential area of Newton Stewart. The home consists of two single residents' bedrooms, bathroom and shower room, lounge and kitchen/dining room, a laundry and a staff sleep in room.

The premises are pleasantly decorated and furnished throughout. Outside there is an enclosed courtyard area which is shared with a neighbouring property.

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), known as the Care Inspectorate, took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, the Care Inspectorate. The service is registered to provide respite care and short breaks for up to 2 adults with a learning disability or with a learning disability and who may also have a physical disability.

The service's Statement of Purpose and Function describes it as being there to meet the respite needs, including planned admissions, of adults with a learning disability from the Galloway area.

A total of 13 people regularly used the service, some more often than others. Around half of them used the service once a month with others using it less frequently. One person was using the service at the time of this inspection which was made on a weekday between 8:45am and 2:30pm and was present at the start of our visit.

The registered manager is also responsible for another service provided by TRFS and is only required to be present for 15 hours a week. A Senior Support Worker is responsible for overseeing the day-to-day support provided at Station Brae and an adjacent service and we met with them during our visit.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 6 - Excellent**

**Quality of Environment - Grade 6 - Excellent**

**Quality of Staffing - Grade 6 - Excellent**

**Quality of Management and Leadership - Grade 6 - Excellent**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

The evidence for this report was gathered by Drew Conlon, Inspector. He visited the service on Monday 17th March from 9:30am to 3:30pm. During the visit he spoke with:

- the area manager and the team manager
- a senior support worker
- a support worker
- two support practitioners
- three service users
- two family members.

He also considered a wide range of policies and procedures and other documentation including:

- Support plans (two)
- Registration certificate
- Learning and development records
- Participation records
- Team meeting minutes
- Training records
- Users information pack
- Audit records
- Health and safety checks
- Daily communication log

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

## **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

## **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)



## **What the service has done to meet any recommendations we made at our last inspection**

None outstanding

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from this service. We were satisfied with the way the service completed this and with the relevant information included for each of the headings that we grade services under.

The provider identified what the service did well, some areas for development and any changes it had planned.

### **Taking the views of people using the care service into account**

The service at present has eight regular service users. We met three of these service users. They were happy with the service and comments from them have been put in the main body of this report.

### **Taking carers' views into account**

We met with three relatives. They were complimentary about the service and comments from them are in the main body of this report.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 6 - Excellent

#### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the care and support provided by the service.

#### Service strengths

Based on our findings during this inspection, an excellent standard had been maintained for the two statements in this quality theme. We thought this after speaking to:

- the area and service managers
- a senior support worker
- a support worker
- two support practitioners
- three service users
- three family members

There was evidence that considerable attention had been given to finding out the views, choices and preferences of people using the service both through direct communication with them and through the participation of their carers. We saw care plans that included a service users detailed written thoughts on what should be contained in their plan. Records maintained by the service include a "participation" section which staff use to document specific pieces of work involving participation in decision-making, feedback or review by people using the service and their carers.

Files include a signing sheet which supports staff to sign to confirm they have read file contents. This helps to ensure they are fully aware of the views and preferences of people using the service and any communication about this with their carers.

Where the service has needed to change arrangements for individual care and support e.g. a change of allocated key worker, records confirm that this has been discussed with people using the service and their carers.

Support plans give excellent attention to recording detailed support arrangements in a way which helps to ensure all staff know the wishes of people using the service.

The service and service provider have a variety of means by which people using the service or their carers can provide feedback on their experiences of the service. This includes re-designed service questionnaires, carers' meetings, telephone surveys and a suggestion box.

### **Areas for improvement**

The service wants to improve the level of service users involvement in carers and relatives meetings.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We ensure that service users' health and wellbeing needs are met.

### Service strengths

Each respite user of the service had a Personal Support and Development Agreement (PSDA) and these were highly individualised. They demonstrated excellent staff attention to gathering information relevant to meeting the health needs of people using the service. Where staff were required to support people with specific medical conditions they had sought the advice of carers and verified this with GP's.

Thorough consideration had been given by staff to identifying areas of dependence need, and areas where people using the service could maintain their independence. Staff were attentive to supporting people who use the service to maintain their preferred lifestyle during their stay. There was evidence of staff promoting healthy eating both in shopping, menu choices and food preparation.

Where people using the service had limited communication skills staff had discussed with families how they might communicate any pain or relapse in their health and had noted this in the PSDA.

The small and consistent staff group helped to ensure they were all well-informed about such needs and that a high standard of team communication was maintained.

Information about service users health and welfare was very well documented during their stay.

Staff ensured that, on arrival for their respite stay, people using the service or their carers provided all medications in their original labelled packaging and a copy of the relevant prescriptions.

Service user comments:

- 'I really enjoy coming here'
- 'Staff took me horse riding this morning'

Family member comments:

- 'This is a 5 star service'
- 'She has come on leaps and bounds since she started here'

### Areas for improvement

The service wants to ensure a consistent standard of signature and dating in all the component parts of the PSDA.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 6 - Excellent

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the environment within the service.

### Service strengths

The positives noted earlier in this report on participation apply to this quality theme too. We thought the service was performing to an excellent standard in both the quality statements in this quality theme. We thought this after speaking to:

- the area and service managers
- a senior support worker
- a support worker
- two support practitioners
- three service users
- three family members

### Areas for improvement

The service wants to involve service users in improvements to the patio and outside garden area.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 2

We make sure that the environment is safe and service users are protected.

### Service strengths

During the day of this present inspection, the Inspector did a walk around all the areas of the service except one bedroom which was occupied. No obvious trip or safety hazards were seen. All areas were noted to be clean and tidy and a high standard of decor and maintainance was observed.

During the present inspection, the Inspector viewed records of a wide variety of health and safety checks. These included water and fridge temperature checks, checks on food expiry dates, night safety checks and checks of the first aid box.

Excellent attention was given to household security with a secure entry and all visitors were required to sign in and out of the premises.

Staffing levels had been maintained in accordance with the service's Staffing Schedule and deployment of staff helped to promote feelings of safety for people using the service. This took account of individual risk assessments and, for example, where it had been deemed necessary, waking night staff had been provided to ensure the safety of people using the service.

### Areas for improvement

The service is planning to put flush ceiling lights in bedrooms to make it easier to manoeuvre the hoist.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0



## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 6 - Excellent

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of staffing in the service.

### Service strengths

The positives noted earlier in this report about participation apply to this quality statement too. We found the service operating to an excellent standard in both the quality statements in this quality theme. We thought this after speaking to:

- the area manager and service managers
- a senior support worker
- a support worker
- two support practitioners
- three service users
- three family members

### Areas for improvement

The service wants to explore how service users could be more involved in staff induction and training.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

We have a professional, trained and motivated workforce which operates to National Care Standards, legislation and best practice.

### Service strengths

The service provider gave excellent attention to maintaining an experienced and well-trained staff team. Staff that we spoke to presented as exceptionally well-motivated and committed to providing person-centred care and support. Staff were able to link positive motivation to a number of factors which supported this. These included good communication from management, effective team work and clear communication within a small staff group.

Staff had received very good opportunities for their professional training and development. Each staff member had their own "Learning and Development" file. We sampled these folders during this present inspection and found them kept up to date and to a good standard.

Staff have received training in areas such as the administration of Buccal Midazolam for the treatment of more prolonged seizures. Other training included Moving and Handling updates, autism awareness, and various mandatory health and safety training. Support staff knew that they would soon be required to register with the Scottish Social Services Council (SSSC).

Staff confirmed there were reliable arrangements for their regular support and supervision and confirmed there was a lot of informal support so they never felt unsupported.

### Areas for improvement

The service has a very good system of observations of staff practice to monitor quality and these observations are recorded. The service wants to link this system more closely to staff supervision and appraisal.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 4: Quality of Management and Leadership

Grade awarded for this theme: 6 - Excellent

### Statement 1

We ensure that service users and carers participate in assessing and improving the quality of the management and leadership of the service.

### Service strengths

The positives noted earlier in this report about participation apply to this quality statement too. We found the service operating to an excellent standard in both the quality statements in this quality theme. We thought this after speaking to:

- the area manager and service managers
- a senior support worker
- a support worker
- two support practitioners
- three service users
- three family members

### Areas for improvement

Through their participation leaflet, the service already offers service users the chance to be involved in areas such as staff team meetings. The service wants to review possible methods to increase the take up of such offers.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 4

We use quality assurance systems and processes which involve service users, carers, staff and stakeholders to assess the quality of service we provide

### Service strengths

The Inspector looked at the provider's Quality Strategy for 2101-205 which is called 'Quest for Quality'. This outlines a goal to create a culture where quality is 'everybody's business'. The Strategy contains priorities and desired outcomes for each of the priorities.

External quality assurance audits are regularly carried out by external managers using the service provider's "National Evaluation Tool" which is linked to the Care Inspectorate's Quality Themes. This approach includes forming an action plan when the evaluation identifies any areas for improvement.

We saw evidence of regular monthly audit activity in areas such as care plans and administration of medication. The results are recorded and action taken if needed.

Carers meetings include an annual invitation to stakeholders and stakeholder feedback is built into the provider's participation strategy.

### Areas for improvement

The service is going to add questions for health and care management stakeholders in its annual care plan review documentation.

**Grade awarded for this statement:** 6 - Excellent

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

No additional information.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Environment - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 2	6 - Excellent
<b>Quality of Staffing - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 3	6 - Excellent
<b>Quality of Management and Leadership - 6 - Excellent</b>	
Statement 1	6 - Excellent
Statement 4	6 - Excellent

## 6 Inspection and grading history

Date	Type	Gradings	
20 Dec 2012	Announced (Short Notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	6 - Excellent
15 Dec 2010	Unannounced	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
6 May 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

## Inspection report continued

27 Jan 2010	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good Not Assessed 5 - Very Good Not Assessed
21 May 2009	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good 5 - Very Good
16 Dec 2008	Unannounced	Care and support Environment Staffing Management and Leadership	5 - Very Good 4 - Good 5 - Very Good 4 - Good
22 Aug 2008	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 2 - Weak 5 - Very Good 4 - Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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### Translations and alternative formats

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